# Minutes of Meeting

\*\*Minutes of Meeting (MoM)\*\*  
  
\*\*Meeting Title:\*\* Discussion: Importance of Internal Communications in a Changing Environment  
  
\*\*Date and Time:\*\* Not specified  
  
\*\*Attendees:\*\*  
\* Erica (Host)  
\* Erin Maloy (Communications Manager, Genoa)  
  
\*\*Agenda:\*\*  
\* To discuss the critical role and importance of internal communications during a period of organizational transition and global change.  
\* To explore effective strategies for engaging employees through communication in a challenging environment.  
  
\*\*Discussion Points:\*\*  
\* Strong internal communications are vital for an organization's health, likened to "the oxygen of an organization," particularly during periods of significant change.  
\* Emphasis was placed on the necessity of two-way communication, ensuring employees are not only well-informed but also have opportunities and channels to provide feedback, share ideas, and express their feelings.  
\* The fundamental approach to communications remains consistent, prioritizing the "human factor" by considering employees' mindsets, feelings, and personal circumstances to ensure information is received and processed effectively.  
\* Effective communication is deeply rooted in building relationships and supporting people, aligning with Genoa's core value of "putting people first."